

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2017-2018

Quarter: 3

PSA: 1

Provider: Legal Services of Northern California

Counties: Humboldt and Del Norte Counties

Optional Success
Story(ies)/Case Summary(ies)

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 2

Provider: Legal Services of Northern California

Counties: Lassen, Modoc, Shasta, Siskiyou, Trinity

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 3

Provider: Legal Services of Northern California

Counties: Butte, Colusa, Glenn, Plumas, Tehama

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 4

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2017-2018

Quarter: 3

Provider: LSNC - Mother Lode

Counties: Placer

Optional Success
Story(ies)/Case Summary(ies)

January 2018: Mr H, a 67-year old Veteran, came to LSNC to find out why he was denied a Veteran's housing voucher. LSNC learned that Mr. H was a joint owner of a house with his son. This asset made him ineligible for a Veterans (VASH) housing voucher. LSNC interviewed Mr. H and discovered that he left his home without compensation. Mr. H explained that he had raised his grandson since the child was 3 years old. He had purchased the home to provide stability for his grandson. His goal was to keep his grandson in the same school district from age 3 through high school. Mr H's son came to live with them a few years ago and Mr. H added his son to title as joint tenant. After his son got married, Mr. H's new daughter-in-law demanded that Mr. H leave his home. Mr. H attempted to live away from his home to ensure that his grandson would continue to live in the home until he graduated high school- then, just a year away, Mr. H became homeless. His sister and then his brother allowed him to live on their back porches during the summers. They grew increasingly concerned that Mr. H's health was declining as he waited out the last year before his grandson graduated. Mr. H eventually recognized that he could not longer live outside and needed to move into a home. His son and daughter in law would not respond to his calls. He asked for LSNC's assistance in determining his options. LSNC provided several consultations to explain his options. Mr. H had one overarching goal: make sure his grandson's education was not disrupted. Mr. H asked that LSNC explain his rights to his son in a letter to avoid confrontation and to maintain his relationship with his grandson. LSNC provided this letter which Mr. H presented to his son through another family member. Mr. H and his son agreed that the home would be sold this Spring. Mr. H will take 50% of the proceeds to purchase his own home. His son and grandson will remain in the school district until graduation this Spring. The home is now in escrow. February: Legal Services represented a client at an unemployment insurance hearing and with connecting to health insurance benefits when employer provided benefits were lost. LSNC staff and a LSNC volunteer attorney assisted a client regarding a joint ownership of a house. Client's family had prevented client from living in the home and from accessing the equity in the home for over a year. Both of these clients are veterans. March: For nearly two years, the Auburn Recreation District (ARD), in Placer County, has been in negotiations with the non-profit developer Western Community Housing, Inc. to build a much-needed affordable housing complex for low-income seniors on unused park space in downtown Auburn. On March 29, 2018, the ARD Board of Directors held a public hearing to decide whether to approve the final purchase and sale agreement. In advance of the hearing, LSNC Staff Attorney Cathleen Leavenworth submitted a written public comment in support of the project. Managing Attorney Herb Whitake spoke at the hearing to emphasize the points made in LSNC's public comment, as well as to address concerns raised by community members. Thanks, in part, to LSNC advocacy, the Board of Directors approved the agreement for the new affordable housing complex.

Optional Information on
Collaboration with Other
Advocacy Groups

LSNC advocates continue to collaborate with a wide variety of elder and disability rights groups locally, statewide, and nationally. Due to the confidential nature of the legal services we provide we are not always able to report with whom we are collaborating at the time we are doing so. For example, this office has collaborated in the past with the California Department of Justice, various district attorney's offices, law enforcement and medical/social service providers on cases for our older clients.

California Legal Services (Title III B)
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Fiscal Year: 2017-2018

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Provider: Community Legal

Counties: Sutter

Optional Success
Story(ies)/Case Summary(ies)

we provided legal services to an 85 year old double amputee Army Veteran through one of our Pro Bono Attorneys who specializes in VA benefits and affairs.

Optional Information on
Collaboration with Other
Advocacy Groups

Community Legal met with Susan Townsend of YSLS to plan and strategize collaborative efforts in Yuba and Sutter counties. CL continued to develop and strengthen our partnership with FREED in Yuba, Sutter and Nevada counties. We also continued to work with Cal-Works and Connecting Point doing outreach to unemployed and under-employed seniors.

Provider: Community Legal

Counties: Yuba

Optional Success
Story(ies)/Case Summary(ies)

Our Success story involves assisting a Yuba County senior amputee with gaining conservatorship of her sister. We helped to facilitate the process by providing forms and preparing them to file.

Optional Information on
Collaboration with Other
Advocacy Groups

Community Legal met with Susan Townsend of YSLS to plan and strategize collaborative efforts in Yuba and Sutter Counties. CL Continued to develop and strengthen our partnership with FREED in Yuba, Sutter and Nevada counties. We also continued to work with Cal-Works and Connecting Point doing outreach to unemployed and under-employed seniors.

Provider: Yuba Sutter Legal Center

Counties: Sutter and Yuba Counties

Optional Success
Story(ies)/Case Summary(ies)

Legal assistance hours for the quarter include 220.50 for Sutter County and 184.50 for Yuba County (405.00 total). Legal representation hours include 16.50 for Sutter County and 42.75 for Yuba County (59.25 total). Grand total of service units for the 3rd quarter of FY 17/18 total 464.25 hours. The community education activity was one for Sutter County with 2.0 hours and non for Yuba County with 0 hours (2.00 total). Outreach activities were 14.75 hours for Sutter County and 1.50 hours for Yuba County (16.25 total). These numbers are already include with the legal and representation hours listed above.

Optional Information on
Collaboration with Other
Advocacy Groups

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Provider: Sacramento Senior Legal Services

Counties: Sacramento

Optional Success
Story(ies)/Case Summary(ies)

A man in his late seventies incurred a nearly \$500 tax levy on his Social Security Disability Benefits ("SSDI") for failure to pay federal income taxes to the Internal Revenue Service ("IRS"). This levy resulted in a net SSDI payment of only \$800 per month, which caused the man to become unable to pay rent and fall into homelessness. An SLH staff attorney researched the issue and determined that the \$500 levy greatly exceeded the maximum levy amount authorized by federal law, which is 15 percent of a tax debtor's monthly SSDI payment. The staff attorney then contacted the IRS Taxpayer Advocacy Service, which recognized the levy was unlawful. Through the staff attorney's advocacy, the IRS removed the entire levy from the man's SSDI payment. Because the man now receives his full SSDI payment of nearly \$1,300 per month, he has successfully found housing and transitioned out of homelessness. A man in his early sixties received a notice from the Social Security Administration ("SSA") notifying him that it had overpaid Supplemental Security Income ("SSI") to him, and demanded that the man repay the overpaid amount. SSA then began withholding more than 10 percent of the man's monthly SSI benefit payment to collect the overpayment. The man appealed SSA's decision, and eventually appeared before an Administrative Law Judge ("ALJ") to contest the matter. The ALJ determined that the man was not at fault in causing the overpayment, and waived the entire overpayment amount. However, by that point, SSA had withheld more than \$1,000 from the man's SSI benefit payments over the prior year. An SLH staff attorney contacted the local SSA office to demand an accounting of the man's SSI benefits over the previous year, and to further demand that SSA refund any SSI amounts that it wrongfully withheld from the man. With the assistance of the SLH attorney, the man received a nearly \$1,300 refund from SSA. Merely a few days after moving into a rental room, a man in his late seventies was informed by his new housing provider that he would need to vacate the premises immediately. The housing provider contacted law enforcement, which affirmed the housing provider's demand that the man needed to leave in a few days. An SLH Staff attorney contacted the law enforcement agency and spoke to the officers who arrived on scene. He explained California landlord-tenant law to the officers, and that the man was entitled a written notice of termination and the opportunity to defend his case in court before an eviction. With that information, the officers assured the SLH staff attorney then contacted the housing provider and informed him of his obligations under California law. With SLH's assistance, the man was able to remain housed for a bit longer until he could find a new place to live.

Optional Information on
Collaboration with Other
Advocacy Groups

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Provider: Legal Services of Northern California

Counties: Yolo

Optional Success
Story(ies)/Case Summary(ies)

John and Jane, who are in their late seventies, lived with their abusive grandson. He was living with them when he threatened to kill them. He was arrested for the death threat but he was going to be released pending his trial. They feared for their lives and were referred to Legal Services to determine if they could file for an elder abuse restraining order. LSNC filed for temporary and permanent elder abuse restraining orders on their behalf and represented them at the hearings. The Judge issued temporary and permanent restraining orders preventing the grandson from contacting them or being near them for a three-year period.

Ms. X is elderly and disabled. Her son used drugs and has a history of abusing her physically and emotionally. He borrowed her car and refused to return it. She called him the next day and said she would call the police if he did not return it. He brought it back but was in a rage, refused to let her leave the house or even use the bathroom, and threatened to harm her. She called the police and he ran away. The property manager also called the police. She is concerned for her safety and wellbeing and feels her rental housing may be in jeopardy. She was referred to Legal Services from APS. LSNC filed an Elder Abuse Restraining Order on the client's behalf and represented her at the hearing. The Restraining Order was granted and her son is not permitted to contact her or be within 100 yards of her person or home. Mr. R received a 60-day notice to terminate tenancy from his property owner because the property owner wants to renovate his apartment. Mr. R. is elderly and on life support. He could not locate an apartment and move within the 60-day period. He sought assistance from legal services when his property owner refused to allow him more time to move. Legal Services informed the property owner that he must consider Mr. R's request for more time to move out due to his disability under fair housing laws. The property owner eventually agreed, through negotiations with Legal Services, to extend the time for Mr. R to move out by one month.

Optional Information on
Collaboration with Other
Advocacy Groups

LSNC staff holds office hours at the following locations: Esparto: 1st Thursday of the month, every other month at RISE; West Sacramento: 4th Thursday of the month at the Senior Center; Knights Landing: as needed, 1st Monday of the month at the Center for Families; Winters: date to be determined. The RISE seniors group no longer meets so we are searching for alternate outreach opportunities in Winters. Clarksburg: As needed 4th Thursday of the month at library. Davis: 1st Monday of the month at Grace in Action (housed at the United Methodist Church). In addition, LSNC attends monthly meetings of the Multi-Disciplinary team with APS, HHSA, and other advocates for older adults. LSNC also participates in regular meetings of the Yolo County Health Aging Alliance (YHAA) and chairs the YHAA Collaboration Subcommittee attended by Yolo County senior providers.

Legal Representation :
68.90
Legal Advice/Assistance:
185.30
Community/Education: 3 (2 of the 3 hours billed to another grant)
Special Outreach: 4 (2.5 additional hours billed to another grant)
Total
Hours: 259.20

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Provider: Community Legal

Counties: Sierra

Optional Success
Story(ies)/Case Summary(ies)

Community Legal has been working with a disabled senior in Sierra County facing a complex housing issue. We have had multiple Pro Bono volunteers working on this case since January. Although the issue remains unresolved and the case open, our dedicated volunteers will continue to assist the client in an attempt to prevent homelessness and mediate soft landing when the client is able to secure new housing.

Optional Information on
Collaboration with Other
Advocacy Groups

Provider: Community Legal

Counties: Nevada

Optional Success
Story(ies)/Case Summary(ies)

One of our pro bono attorney volunteers represented a senior client to recover \$18,000 owed to her that was previously awarded and had gone unpaid. The client previously represented herself at trial and prevailed. The court awarded her \$18,000-- but the other party had not and would not pay. Our pro bono attorney was able to enforce the judgement, and the client finally received her \$18,000 award. For her, this was life changing money.

Optional Information on
Collaboration with Other
Advocacy Groups

Attended the bimonthly legal services call for IOLTA funded agencies (3.5.2018) Met with executives from Open Door Legal in San Francisco to discuss service model (3.26.2018) Attended statewide convening of legal service organizations (3.27.2018) Attended Legal Services Technology conference presented by LAAC (3.27.2018) community Legal became a member of LAAC (Legal Aid Association of California - California's statewide civil legal aid nonprofit umbrella organization. The unified voice of legal services in California.) Megan Sasaki, Community Legals new Executive Director, applied for and was awarded a scholarship to the Center for Nonprofit Leadership's Executive Director Academy. Megan will spend on Friday per month for the next nine months learning from and networking with other nonprofit leaders.

PSA: 5

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Provider: Legal Aid of the North Bay

Counties: Marin County

Optional Success
Story(ies)/Case Summary(ies)

Disabled senior had almost \$2,000 in fees for infractions related to his boat. Legal aid assisted him at Community Court to get all of his fines eliminated.

Counseled 71 year-old senior in subsidized housing that 3-day notice to pay rent or lease would be forfeited was no longer valid due to property owner accepting late rent.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 6

Provider: Legal Assistance to the Elderly

Counties: San Francisco

Optional Success
Story(ies)/Case Summary(ies)

LAE client, a 54-year old man with physical and mental disabilities was in crisis. He no longer wanted to see his former friend J, but J would not stay away from the building, and would find ways to get in. One day, while in the building, J attacked another tenant's guest with a knife. The landlord blamed our client for J's presence in the building and started eviction proceedings against him. LAE took on the case, and on the day of trial reached a settlement that allowed our client to stay in his home and worked out an arrangement where the landlord and the client worked together to keep J out of the building and away from our client.

Optional Information on
Collaboration with Other
Advocacy Groups

We have a strong ongoing collaborative relationship with Adult Protective Services. They consult with us on a regular basis on landlord tenant and elder abuse issues and refer a significant number of clients to our legal staff. In many instances they continue working with our clients after the referral and facilitate our representation by providing services such as translation, transportation and emotional support. We also work with other legal services organizations and community based non-profits, providing assistance and representation when needed.

Provider: Nihonmachi Legal Outreach dba API Legal O

Counties: San Francisco

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

California Legal Services (Title III B)
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Quarter: 3

Provider: La Raza Centro Legal, Inc.

Counties: City & County of San Francisco, CA

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

Monthly legal clinic with Curry Senior Center first Thursday of the month. Monthly Latino Partnership for service provider meetings and presentations to groups of service providers including caregiver alliance Collaboration with EDC Attorney in eviction case for elder at our monthly clinics Assistance in administration and legal representation of clients in mayors office of housing and community development block grant, took on 4 different eviction defense cases. Quarterly elder rights bulletin with allied legal service providers - La Raza wrote spring issue on California rent limit and usury law during disasters.	Ongoing case collaboration with EDC
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California Legal Services (Title III B)
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Quarter: 3

Provider: Asian Americans Advancing Justice - Asian Law **Counties: San Francisco**

Optional Success
Story(ies)/Case Summary(ies)

Client W is a 73-year-old man on a fixed, limited income. He is a monolingual Cantonese speaker. Client W, his wife, and two adult children have rented a 2-bedroom unit in the heart of Chinatown since 1997, for more than 20 years. Client W came to our clinic in March because he and his wife were accepted into senior housing and were preparing to finalize their move. There was only problem: Client W was the only person in the household that the property management company was aware of; only his name appeared on rent receipts and there was no written lease. This meant that after Client W and his wife moved out, his two adult children would be vulnerable to a rent increase to market rate under Costa Hawkins. The only defense would be to show that Client W, his wife, and two children were all original household moved in together at the same time - with the landlord's consent - and so all of them should retain the benefits of rent control. Without the rent-controlled rate, his children would almost certainly be evicted because their combined income from working in a restaurant and grocery store, would not be enough to afford current San Francisco market rate rents. Client W had already gone to another organization for help, but the organization declined to advocate further on Client W's behalf without written proof, such as a lease, that the whole family moved in at the same time. We decided to help Client W and to take a more creative approach. As we found out more facts, we realized that the situation was more complicated than we initially thought because the person who first gave Client W and his family permission to move into the unit may not have actually been allowed to sublet the unit. Nevertheless, we persisted. We prepared a strong letter to the landlord's attorney including documents bearing the children's names from 1997 to the present as well as a declaration from the person who sublet the unit to Client W. We argued that although the landlord did not provide express consent that Client W and his family could live in the unit, such consent was implied by a variety of actions. We brought enough evidence to convince the landlord's attorney that we were not going down without a fight. In his first communication to our office, the landlord's attorney had already proposed a settlement rent amount that was closer to rent control than to market rates. Although we are still working through the negotiation process, we feel confident that we will be able to reach an agreement that will allow Client W's children to stay in their long-time home, at a rent they can afford, without having to undergo the stress and time of Rent Board or court proceedings.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 7

California Legal Services (Title III B)
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Fiscal Year: 2017-2018

Quarter: 3

Provider: Contra Costa Senior Legal Services

Counties: Contra Costa

Optional Success
Story(ies)/Case Summary(ies)

In January 2018, we represented a client whose wife had improperly filed an unlawful detainer to eject him from the house where they were both living. Because he had not filed a timely answer, she had taken a default judgment and evicted him. We filed a request to set aside the default, which was granted by the judge at the hearing. The wife then agreed to dismiss the lawsuit.

In February 2018, we represented a 70-year-old resident, "Mr. L", of Walnut Creek, whose housing was at risk. Mr. L had a friend, who had moved in as a caregiver and had become increasingly difficult and controlling. The property manager wanted the caregiver out because of his behavior toward management and other residents and notified Mr. L that if he did not comply, his tenancy would be terminated; however, Mr. L felt powerless to stand up to the caregiver. Upon assessing the situation, we determined that because of the caregiver's treatment of him, Mr. L qualified for an Elder Abuse Restraining Order. We prepared and submitted the request, supported our client through the process, and represented him in court. The court granted a 5-year restraining order, and as a result, his housing was saved. Without CCSLS representation, this disabled senior would have lost his home, while continuing to be vulnerable to the caregiver.

Optional Information on
Collaboration with Other
Advocacy Groups

We are coordinating with Ombudsman Services of Contra Costa to provide services to residents of board and care facilities. We are also working in collaboration with other senior care providers, the district attorney's office, and others on a county-wide project to provide services to victims of elder abuse.

PSA: 8

California Legal Services (Title III B)
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Fiscal Year: 2017-2018

Quarter: 3

Provider: Legal Aid Society of San Mateo County

Counties: San Mateo

Optional Success
Story(ies)/Case Summary(ies)

Ms. Smith*, who is 71 years old, lives with mental illness. She had been homeless in the past but is now in a more stable situation with subsidized housing and a county worker serving as her representative payee for her Social Security benefits. She previously had a successful career in architecture design prior to developing her illness. As part of her decline in health, she failed to pay taxes and owes money to the IRS. Ms. Smith came to LASSMC in March with a notice stating that Social Security was going to begin withholding more than half of her retirement benefit, which would have left her unable to meet her basic living expenses. The notice had a form for Ms. Smith to submit within 10 days to contest the withholding. With the help of a social worker, Ms. Smith had filled in the form requesting that the withholding be reduced to \$50 per month, but she had submitted it to Social Security after the 10-day deadline. She had not received a response and came to LASSMC for help.

The Senior Advocates attorney called the Social Security office to determine the status of Ms. Smith's request for reduced withholding, and explained the limitations that prevented her from submitting a timely response. He received confirmation from Social Security that the request was recently processed and informed Ms. Smith. The attorney researched the tax issue and found that the IRS cannot take more than 15% of a taxpayer's Social Security benefits to recover unpaid taxes. The IRS is required to provide advance notice of the levy, which they had not. He provided Ms. Smith with his research and referred her to the IRS's Local Taxpayer Advocate in San Jose to help her contest the levy.

Three weeks later, Ms. Smith left the attorney a voicemail thanking him. She explained that she had gone to the Local Taxpayer Advocate as he had advised, and was receiving her full Security benefit while they processed her request for reasonable payment plan.

Mr. Brown* came to LASSMC because he was being sued for a \$9,000 credit card debt and couldn't afford to hire an attorney to represent him. He had previously tried to work out a repayment plan, but the creditor's lawyer would not accept it. Our emeritus attorney guided Mr. Brown through the process, which resulted in a court-ordered settlement of about \$6,000.

*Names have been changed.

Optional Information on
Collaboration with Other
Advocacy Groups

No new collaborative activity this quarter.

PSA: 9

California Legal Services (Title III B)
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Provider: Legal Assistance for Seniors

Counties: Alameda

Optional Success
Story(ies)/Case Summary(ies)

Legal Assistance for Seniors assisted a 85 year old woman in her naturalization proceedings.

Mrs. B had been a legal permanent resident for over 14 years. She wanted to become a U.S. citizen but didn't know how to speak English. She planned on waiting until she could qualify to take the test in Spanish but as the years passed by, her dementia increased to the point that she could no longer pass the U.S. history portion of the exam even in her native language. As she became more dependent on her daughter, it became important for Mrs. B and her family to obtain citizenship for peace of mind and increased access to public benefits.

LAS worked with Mrs. B, her family, and her doctor to prepare all the necessary naturalization forms. LAS assisted Mrs. B with filing for a fee waiver and submitting her application for naturalization. LAS represented Mrs. B at her naturalization interview.

With LAS' assistance, Mrs. B received a fee waiver and a disability waiver and passed her interview with the assistance of her daughter. Mrs. B will swear in as U.S. citizen in April 2018. Her family looks forward to applying for a U.S. passport for her so they can easily travel with her to visit her home country before she becomes too frail to make the journey.

Optional Information on
Collaboration with Other
Advocacy Groups

Legal Assistance for Seniors (LAS) works closely with Alameda County APS to serve clients suffering from or at risk for elder abuse by providing legal services for clients in need of legal advice and/or protections. LAS has also been awarded the Alameda County HICAP contract and provides HICAP counseling services as well as legal services for HICAP clients. LAS collaborates with the Contra Costa County HICAP program and provides legal services for clients referred to LAS by Contra Costa HICAP counselors. LAS also works with the Alameda County Ombudsman to serve clients in residential facilities. Additionally, LAS works with the Alameda County Department of Children and Family Services to serve clients needing assistance in obtaining legal guardianship of minors. LAS' is a participating agency in the Northern Alameda County Kinship Collaboration and provides legal services to relative caregivers of minors. LAS also maintain collaborative relationships with the State Bar of California and the cities of Alameda, Fremont, Hayward, Livermore, and Pleasanton to provide legal services to seniors as well as educational presentations and referrals to other community resources.

PSA: 10

California Legal Services (Title III B)

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Fiscal Year: 2017-2018

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Provider: Senior Adults Legal Assistance (SALA)

Counties: Santa Clara County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

Collaboration with Senior Centers and Other Sites to Deliver Services For the 3rd quarter of 2017-18, SALA provided on-site legal service intake appointments at 24 senior centers or sites in Santa Clara County. These sites included: Avenidas Senior Center and Stevenson House (in Palo Alto), Mountain View Senior Center, Sunnyvale community Services, Santa Clara Senior Center, Milpitas Senior Center, Cypress Senior Center (San Jose), Cupertino Senior Center, John XXIII Senior Center (operated by Catholic Charities in San Jose), Roosevelt Community Center (San Jose), Alma Senior Center temporarily located at Gardner Community Center during Alma's renovation (San Jose), Seven Trees Center (San Jose) Eastside Senior Center (San Jose), Campbell Adult Center, Willows Senior Center (San Jose), Camden Community Center (San Jose), Almaden Senior Center (San Jose), Los Gatos recreation Center, Saratoga Senior Center, Evergreen Senior Center (San Jose), Southside Senior Center (San Jose), CRC Senior Center (Morgan Hill), and Gilroy Senior Center. Staff at these sites scheduled SALA's appointments and the sites also provided a private interview room free of charge.

PSA: 11

Provider: Council for the Spanish Speaking

Counties: San Joaquin

Optional Success
Story(ies)/Case Summary(ies)

In the Senior Legal Services Program, we have a lady and two gentlemen who were diagnosed with Alzheimer's. It has not been easy for them to assimilate this situation. We have given them the information of the Alzheimer's Association, a place where qualified personnel can give them all the attention, help and support they and their families need. We knew about this association through the MDT/FAST meetings we attend. One of our senior ladies has a house and her grandson didn't have a place to live. She decided to let him stay in her house and pay cheap rent. A few months later, she found out he was doing bad things while at her house. She asked him to leave and he says he is not going to leave. We helped her with forms for an unlawful detainer. Subsequently, she was sent to the hospital because of her stress. She called us and sends her son in law in with the form and we help her by phone to complete the paperwork. When she was released from the hospital, she went to the Court House with the paperwork and they helped her. Now she has her house again and is grateful.

Optional Information on
Collaboration with Other
Advocacy Groups

We had a case of alleged elder abuse. I reported it to APS. The case was assumed by Jesus Garcia. Mr. Garcia gave me information regarding "Your Rights Under Adult Protective Services". In the Senior Legal Services Program, we share this information with seniors.

PSA: 12

California Legal Services (Title III B)

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Quarter: 3

Provider: Catholic Charities Diocese of Stockton

Counties: Alpine, Amador, Calaveras, Mariposa, Tuolu
mes

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 13

Provider: Senior Legal Services

Counties: Santa Cruz County & San Benito County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 14

Provider: Central California Legal Services, Inc.

Counties: Fresno & Madera

Optional Success
Story(ies)/Case Summary(ies)

A senior living in rural Madera County sought services from CCLS for several legal issues including possible elder financial abuse, estate planning, and title issues to real property. The senior received services by telephone and in-person at the CCLS office. After meeting with the senior in person, the attorney identified other (non-legal) social and health needs the senior had, and suggest referrals to other service providers including FMAAA and IHSS.

Optional Information on
Collaboration with Other
Advocacy Groups

During this reporting quarter, CCLS attorneys met with Valley Caregiver Resource Center (VCRC) staff and scheduled a series of joint community outreach and legal clinic events, the first of which was in the rural mountain community of Oakhurst in Madera County (March 27, 2018).
VCRC and CCLS are planning a joint event for World Elder Abuse Awareness Day (Fresno, June 15) to raise awareness about elder abuse.

PSA: 15

California Legal Services (Title III B)
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Provider: Central California Legal Service, Inc.

Counties: Kings County

Optional Success
Story(ies)/Case Summary(ies)

CCLS provides direct legal services to seniors living in Kings County in several ways, including direct legal services by CCLS at the Armona Senior Center. These services may include end-of-life planning and drafting estate planning documents. For example, during the reporting period, a Kings County senior called CCLS for estate planning services, and by telephone completed the intake process, obtained basic legal information, and was scheduled to meet with a CCLS attorney at the Armona Senior Center. During the appointment with the attorney, the senior was given legal advice and had a will and other estate planning documents drafted. The senior also received information about avoiding financial elder abuse, Medi-Cal estate recovery, and the probate process.

Optional Information on
Collaboration with Other
Advocacy Groups

On January 25, 2018, a CCLS Senior Law Advocate participated in the Homeless Connect event in Hanford, CA and provided community education and legal services outreach to homeless seniors living in Kings County. Some of the other organizations the CCLS staff collaborated with at the event include West Care and Veterans groups.

CCLS also collaborated with the Armona Senior Center and provided Elder Financial Abuse and Estate Planning legal services to seniors, including one-on-one client appointments with a CCLS attorney to draft estate planning legal documents (see above).

Provider: Central California Legal Services, Inc.

Counties: Tulare County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 16

Provider: California Indian Legal Services

Counties: Inyo & Mono

Optional Success
Story(ies)/Case Summary(ies)

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2017-2018

Quarter: 3

PSA: 17

Provider: Senior Legal Services Project

Counties: San Luis Obispo and Santa Barbara

Optional Success
Story(ies)/Case Summary(ies)

Helped an 87 year old woman, who recently lost her husband, reconcile with her adult son against whom her adult daughter was pressuring her to file a petition for restraining order but with whom the elder really wanted to maintain a relationship. Helped a low income north county senior evict squatters from his property after he received warnings from the County that he would be fined. Successfully obtained an Elder Abuse Restraining Order for a 77 year old woman against her son who repeatedly broke into her home, stole from her and grabbed her by her neck. Negotiated a favorable resolution for a 92 year old woman who deeded her home to her son-in-law for much below market value in a transaction that she did not understand and was not to her benefit. We were able to work with the son-in-law's attorney who drafted the transaction and get the property deeded back to our client.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 18

Provider: Grey Law of Ventury County

Counties: Ventura

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 19

Provider: Bet Tzedek

Counties: Los Angeles County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

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PSA Level Quarterly Narrative Report

Fiscal Year: 2017-2018

Quarter: 3

PSA: 20

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PSA Level Quarterly Narrative Report

Fiscal Year: 2017-2018

Quarter: 3

Provider: Inland Counties Legal Services, Inc.

Counties: San Bernardino

Optional Success
Story(ies)/Case Summary(ies)

Case #1:

A 75 year old disabled senior requested assistance regarding Wal Mart and Best Buy credit card statements with outstanding balances he had begun receiving. Wal Mart's was for \$381 and Best Buy's was in excess of \$3,000. The accounts had belonged to his son who had recently passed away. The son had always lived with the client and had several credit cards and the statements had always been addressed to his son. The client knows that he never used, agreed to or signed any documents agreeing to be responsible for any charges made to any of his son's credit cards. The son also had a credit card with Bank of America that had an outstanding balance of over \$5,000, which Bank of America was investigating.

The client was accompanied by his caregiver who was fully aware of the situation and had been assisting the client with this matter.

The advocate advised the client that any debt belonging to a decedent is to be paid by the decedent's estate and depending on the value of the estate. When someone passes away the decedent's estate needs to be probated if the estate is valued at \$150,000 or more at the time of their death, regardless of whether there was a will or not. The advocate explained to the client that probate is the procedure for the estate (the property of the decedent) to be distributed to the heirs and also the procedure to contact the decedent's creditors. If the value of the decedent's estate is under \$150,000 the estate still needs to be distributed and the creditors contacted. The advocate further advised the client to notify Wal Mar and Best Buy in writing that his son had passed away and to include a copy of the death certificate and request that they provide him with documentation if they believe that he is responsible for his son's debt; and to be sure that he sends the letters certified return receipt requested.

The client was relieved to hear that he is not responsible for any of his deceased son's debts.

Case #2:

The client is a 73 year woman requesting assistance regarding an outstanding judgment that had a current balance of approximately \$4,500. She wanted assistance in negotiating a settlement or payment plan because the opposing party was garnishing her bank account and had recorded a lien against her home.

The ICLS advocate prepared a Claim of Exemption to avoid any further garnishments to her bank account. The client was concerned because even though her Social Security income was exempt, she continued to receive Notices of Levy for her bank account. The advocate advised the client that she would need to come up with a reasonable amount to offer as a settlement and that the amount would have to be at least half of the outstanding balance.

When the client was unable to come up with at least half of the balance, the advocate contacted the

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opposing counsel on her behalf and successfully negotiated a payment plan that the client could live with. The current outstanding balance was \$4,546.81; the advocate negotiated a payment plan for the client to make monthly payment so f\$100 until the \$4,546.81 was paid in full. If the client does not default on the agreement, any accrued interest will be waived.

Case #3:

ICLS's client was a 72 year old divorced woman who was requesting assistance regarding her credit card debt that was in excess of \$71,000 which she had been struggling to pay for years. She lives on a fixed income of \$931 per month consisting of her Social Security benefits and SSI. She had been making payments of \$100 per month to 5 separate credit cards. After paying her rent and the credit cards she barely had enough for food. The client attempted several times to have the payments reduced but each one of her creditors refused.

The advocate advised the client that based on the information she had provided and her financial situation her only option is to stop paying on all of the cards and to concentrate on paying her rent, food, utilities, etc. She should also screen her calls to avoid speaking to any of her creditors and/or bill collectors, except to tell them to only communicate with her in writing. She was also advised to expect to be served with a lawsuit sometime in the future, When and if that does happen that she should contact the advocate again immediately for further legal assistance.

The advocate advised the client that her income from Social Security and SSI are protected by both Federal and State Statutes, but that will not stop the creditors from filing a lawsuit. Unfortunately, they will be unable to collect since her income is protected and because she does not own any real property. All the creditors can do is pester her and upset her if she allows them to. She does not need to file bankruptcy because she has nothing to protect, but she can if she wishes to do so.

Optional Information on
Collaboration with Other
Advocacy Groups

In-Kind Support to Title III-B Legal Services for Seniors
Department on Aging & Adult Services
(Hours not reported elsewhere in Quarterly Report)

64 In-Kind Case Hours
0 In-Kind Supervision Hours (case related)
0 In-Kind Outreach Hours
0 In-Kind Community Education Hours
0 In-Kind Other Hours

PSA: 21

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Fiscal Year: 2017-2018

Quarter: 3

Provider: Inland Counties Legal Services, Inc.

Counties: Riverside

Optional Success
Story(ies)/Case Summary(ies)

Case #1: 17E-2008040

ICLS's client bought a home with her boyfriend who died 10 years after the purchase. She discovered that he had converted title on the home from Joint Tenancy (JT) to Tenancy in Common (TIC) behind her back. He left his share in trust for his children from a former marriage. The client thought that his children were waiting for her to die to get her half of the property.

The advocate explained to the client that when her boyfriend had terminated the JT that made her half of the home hers. She did not need a trust or will to be legally entitled to her portion of the home. The advocate explained the difference between a will vs. a trust and provided the client with a handout from the American Bar Association explaining the difference.

The advocate also explained to the client about a Transfer on Death Deed (TOD). The client stated that this she wanted a TOD and so the advocate provided her with a sample TOD as well as materials from CANHR regarding TODs.

Case #2: 18E-0000249

The client is a 68 year old woman who lives in rural Menifee. The client wanted to prepare a revocation of financial power of attorney as soon as possible. The advocate made a home visit to meet with the client.

The client's daughter had talked her into signing a Power of Attorney and had the signature notarized. Wording had been added that the "Power of Attorney would extend beyond death". The advocate advised the client that powers of attorney do not extend beyond death. After reviewing the power of attorney that was in place, the advocate prepared a "Revocation" and the client had her signature notarized.

The advocate then sent a letter to the client's daughter advising her that her power of attorney had ceased, per the revocation. The advocate further advised the client that she should record the "Revocation" with the Riverside County Recorder's Office. According to the client, the daughter never had used the power of attorney even though it had been effective immediately. The client no longer trusts her daughter due to other problems within the family.

The client told the advocate that after receiving the letter notifying her of the "Revocation" her daughter sent her a letter stating on the document "hope that you are happy with yourself". The client understands that her daughter may be mad, but feels that her daughter will just have to deal with it.

Case #3: 18E-0002515

The client is a 73 year old living in rural Hemet. She drove to the Albert Chitney Community Center in

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Beaumont to seek legal advice because it was the most immediate place that she could go to meet with someone in person and get legal assistance. She is at 140.4% of the Federal Poverty Level (FPL). Her assets include about \$20,000 in a joint tenancy with another person and she is in debt in the amount of approximately \$70,000 (credit cards plus a current judgment).

The client and her daughter jointly own a property. Due to an abstract judgment incurred in 2012 the property is unable to be refinanced. The clients daughter is very angry at her and her grandson has also become very vocal telling the client that she needs to fix this problem. The initial judgment was \$18,509 and is now up to about \$29,000.

The judgment was entered on July 7, 2012. The abstract of judgment was entered August 7, 2012. The judgment is enforceable for 4 more years and can be renewed for an additional 10 years. Meanwhile it will continue to grow interest.

The client came to ICLS seeking to have a Quit Claim Deed prepared relinquishing her interest in the property to her daughter who would then solely own the property. The advocate advised her that she would not be able to accomplish that task without satisfying the abstract judgment and declined to prepare the Quit Claim Deed.

The advocate referred the client to the ICLS Bankruptcy team because the client indicated that she wanted to file for bankruptcy. Her income is exempt from the enforcement of judgment. She does not live on the property and does not have a homestead exemption on the property. The creditor is probably unaware that she does not live on the property and could actually try to force a sale at this time.

After review by ICLS attorneys the client was advised that the best way for her to protect the interest of her daughter would be for the daughter to file for bankruptcy and then file a motion to avoid the lien from the client. The daughter would need to seek a private attorney.

The client was happy that she had gotten the legal advice even though it could not help her out of her debt of make the house free of the judgment. She stated that she had needed to understand the law and to know what her legal options were. She left understanding that her daughter may have options and will recommend that her daughter seek legal advice.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 22

California Legal Services (Title III B)
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Provider: Legal Aid Society of Orange County

Counties: Orange

Optional Success
Story(ies)/Case Summary(ies)

Client is a 70 year old single woman. In 2005 while client was working at Toys R Us, client was brutally attacked during a robbery while she was closing the store. As a result of the attack, client suffered permanent head injuries and other physical trauma. She could not go back to any kind of employment due to her injuries. Client sued Toys R U and settled her lawsuit. As part of the settlement, client was awarded an annuity (there is a tax exemption for personal injury damages) which paid client \$16,625 per year.

Every year thereafter, client hired an accounting firm to file her taxes. In each year, the accounting firm listed the income as taxable income. Apparently, the accounting firm never saw a W-2 (because none existed) or never properly requested info. If the accounting firm had conducted their due diligence they would have realized that the annuity was tax exempt because it was an award for personal injury damages. Client not only paid taxes on this exempt annuity but she was also elevated to an income bracket that requires some taxation on her social security income, her only other source of income. If a person is only receiving social security income, they do not have to pay taxes. If a person is receiving social security income and other income, then they would have to file for taxes for any income over a certain amount when they add the other income with 50% of the social security.

In 2017, client could no longer afford to hire the accounting firm to do her income taxes. She went to a free tax clinic at the Senior Center. The tax preparer there told her that she did not have to pay taxes on the annuity and never should have paid taxes on the annuity.

Client contacted the accounting firm and they filed refunds for the prior 3 years. They were able to reimburse client for the monies paid to the accounting firm for the same 3 prior years. However, they refused to do anything for the taxes from 2008 through 2013, which is 5 years worth of taxes.

SCLAP wrote a demand letter to the accounting firm and negotiated with their malpractice insurance carrier. We were able to negotiate a payment of \$9,400.00 which is approximately what client paid in taxes and monies paid to accounting firm.

Client is a 72 year old monolingual Vietnamese male who is receiving only Supplemental Security Income. Client states he saw an advertisement on TV regarding a dietary supplement product - which helps with joint pain relief. The product was on a buy one get free promotion. Client states the advertisement did not mention that Client would be subscribed into a recurring program where money would be directly deducted out of Client's account. Client states he called in AUG 2017 and gave his debit card information in order to buy the product. Client received his two bottles, and was charged: \$49 in AUG 2017.

Client found that Client was automatically charged: \$92.85 out of Client's Bank of America account. Client states he received NO product for SEPT 2017. Client states he did not subscribe to continue receiving the product.

Client states he called the bank, but was told that there was nothing the bank could do because Client had given Client's debit card information and authorized the transaction.

Client would like to be reimbursed for SEPT 2017 as Client claims he did not subscribe to continuing receiving the product, nor did Client receive any products in SEPT 2017.

SCLAP contacted the company and spoke to their agent. The company agreed to cancel all future shipments and company agreed to refund client \$39.95 (originally \$49.90, less shipping & handling) for AUG's shipment (which Client did receive), \$84.90 (originally \$92.85, less shipping & handling) for SEPT 25, 2017

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Quarter: 3

shipment \$84.90 (originally \$92.85, less shipping & handling) for OCT 25, 2017 shipment for a total of \$209.75 back to client. SCLAP kept the file open until client received the full refund. Client was very grateful as he was in dire need of the money.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 23

California Legal Services (Title III B)
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Fiscal Year: 2017-2018

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Provider: Elder Law & Advocacy

Counties: San Diego

Optional Success
Story(ies)/Case Summary(ies)

Case 1 - Client and her husband are low-income and primary Chinese speakers. Client is English literate. Husband does not speak or read any English. ELA attorney met with client and husband regarding permanent hearing loss sustained by husband due to negligence of his primary care doctor. The entire meeting was conducted in spoken Mandarin Chinese. ELA attorney advised as to medical malpractice and statute of limitations. ELA attorney provided client with medical malpractice referrals and California Medical Board complaint forms. ELA attorney reached out to referred attorney to explain situation prior to client making contact.

Case 2 - Client and wife are low-income, disabled, and exclusively Spanish speakers. Client, wife, and their interpreter/friend discussed the matter with ELA attorney. Client was approached in his mobile home by a security system sales representative who was not properly registered with the state. The sales rep who spoke some Spanish, promised client a new refrigerator or new washing machine if client purchased the security system. The following day, the sales rep returned to client's mobile home with an assistant. While the assistant examined the premises and installed the security equipment, the sales rep assisted client with filling out the contract, which was in English. Client was never provided a Spanish version of the contract or even a copy of the contract. When sales rep discovered that the home was actually in client's son's name, he instructed client to forge his son's signature and fill in his son's date of birth. Client soon discovered that the security system did not fulfill his needs and exacerbated his health problems. He was never instructed in the proper use of the alarm. The alarm, which was poorly installed, was also unusually sensitive. The alarm was triggered by ordinary heat from the nearby stove. Client was also unable to turn off the security system due to his physical disabilities. Client contacted the security system company to cancel his contract. The security system company claimed that client had forged his son's signature and instructed client to file a police report against his son. The security system company refused to assist him further. Client received a statement claiming that he owed \$614.19 for the security system. ELA attorney wrote a demand letter to the security system company and sent it via certified mail and email. ELA attorney received a letter from the security system company agreeing to cancel the contract and confirming that client did not owe any money to the company.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 24

California Legal Services (Title III B)
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Fiscal Year: 2017-2018

Quarter: 3

Provider: Elder Law & Advocacy

Counties: Imperial

Optional Success
Story(ies)/Case Summary(ies)

#1 Our 77 year old client, who is an SSI recipient, was recently unlawfully evicted from a residential motel. He had been sleeping outdoors for about three weeks prior to our contact with him regarding the lockout. Despite the circumstances, the Client kept documentation that he had offered his timely monthly rent payment to the motel owner multiple times. When the owner refused his rent payment, the Client sent it by overnight delivery to the motel owner. The motel owner sent the payment back to the motel's address, then refused the package himself, so Client never received his money order back. The motel owner took these steps despite knowing Client had a post office box where he received his correspondence. The police department failed to assist Client in gaining access to his room, even though he still had the key, had offered rent payment, and never checked out. The ELA attorney contacted the motel owner by phone to advise him of Client's tenancy rights and to find out where Client's money order had been sent. Client had no money to eat, so it was a dire situation. Luckily, the motel owner agreed to come in person to ELA's office and provide tracking information, to show the document was being held by the post office. Without the ELA attorney's assistance, Client would have no money for food or shelter. Client was also referred to Adult Protective Services, and the social worker was able to find the Client temporary shelter. He is in the process of applying for a senior apartment. The same Client was also previously assisted with an SSI overpayment request for waiver, which was recently approved.

#2 Our 80 year old client consulted a dentist about minor repairs to her dentures, but was convinced to purchase replacement dentures instead. The first sets of impressions taken by the dental office were unsuccessful, so the dentist applied a compound to take new impressions. The compound placed in Client's mouth was apparently the incorrect material, and became very hard on her teeth. Client reported that the substance had to be scraped and drilled off of her teeth, for several hours. The procedure was very painful, and she later sought medical treatment due to continued pain. Client was understandably upset with the dentist, and took the dental office to small claims court. Despite the fact Client won a small judgement in small claims court, the dental office continued sending her bills and collection notices. The ELA attorney drafted a letter on Client's behalf, pointing out Client never even received the agreed upon services, and requested the company cease collections and consider the contract irreversibly broken. They immediately complied with the request, and Client was very satisfied with the result.

Optional Information on
Collaboration with Other
Advocacy Groups

NOT APPLICABLE FOR THIS QUARTER.

PSA: 25

California Legal Services (Title III B)
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Fiscal Year: 2017-2018

Quarter: 3

Provider: Bet Tzedek

Counties: Los Angeles City

Optional Success
Story(ies)/Case Summary(ies)

None Stated

Optional Information on
Collaboration with Other
Advocacy Groups

None Stated

PSA: 26

Provider: Legal Services of Northern California

Counties: Mendocino and Lake

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 27

California Legal Services (Title III B)
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Quarter: 3

Provider: Legal Aid of Sonoma County

Counties: Sonoma

Optional Success
Story(ies)/Case Summary(ies)

Isabel is 65 years old. One day her husband decided he did not want to be with her any more. He immediately dropped her from his medical insurance, even though he knew she had significant medical issues. As a result, Isabel was going without her medications. He also destroyed her birth certificate, social security card and marriage certificate. Legal Aid intervened. Husband was required to reinstate Isabel on his medical insurance, and to move out of their joint residence. After the hearing, Isabel turned to our elder attorney and said, "Thank you, you're my hero."

Laura is 61 years old. One year ago, she married Dale. Dale began abusing her physically and financially. He then moved his adult daughter into their home; the daughter joined in the abuse. In June, Laura had a massive stroke. After the stroke, Laura's adult daughters brought Laura to Legal Aid. By the time Legal Aid intervened, Dale had spent all of Laura's retirement, including some of the equity in her home. He also set up her SSDI payments such that he was spending those payments as well. Legal Aid stopped the physical and financial abuse. Legal Aid obtained a restraining order against Dale and his daughter, including move out orders against both of them. Legal Aid continues to assist Laura with a divorce.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 28

California Legal Services (Title III B)

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Quarter: 3

Provider: Bay Area Legal Aid

Counties: Napa

Optional Success
Story(ies)/Case Summary(ies)

A low-income Senior who is insured by both Medicare and Medi-Cal was erroneously billed for \$8,000 for services that he thought should have been covered by his insurance. He was unable to pay the medical bills because he only earns \$1,200 per month and some of the bills were sent to collections. Concerned about his credit and afraid he would be sued over the medical bills, the client called Bay Legal. BayLegal's attorney reviewed the medical bills and determined that they should have been paid by the provider because of California's Balance Billing laws. Bay Legal assisted the Senior with filing a grievance and recalling the bills from collections. After months of advocacy on behalf of the client, the bills were recalled from collections and paid by the provider. The client has peace of mind knowing that he no longer owes the \$8,000 and that the impact on his credit was reversed.

A low-income Senior living in a mobile home was behind on rent and served an eviction notice. Afraid and overwhelmed, she initially ignored the notice. The Senior heard about BayLegal's Hosing services and called for advice. Bay Legal took the case and contacted the Landlord on the client's behalf. Through zealous advocacy, BayLegal's attorney was able to negotiate a payment plan with the Landlord and successfully prevent eviction. The client is in the process of paying back the rent that was owed and continues to remain in her home.

Optional Information on
Collaboration with Other
Advocacy Groups

Provider: Legal Services of Northern California

Counties: Solano County

Optional Success
Story(ies)/Case Summary(ies)

1. Ms. C. came to our office after receiving a notice from the Vallejo Housing Authority proposing termination of her Section 8 voucher for failure to attend her HQS inspection. Ms. C. did not receive a notice of this inspection because she was out of the country receiving medical services. When she returned, she immediately contacted VHA and they had her fill out a request for an informal hearing. Prior to her hearing out office contacted VHA to review Ms. C's housing file. At this file review, we spoke with the head of the VHA about the inadequate notices that Ms. C. received. After this conversation, VHA decided to rescind the termination notice and schedule a new HQS inspection. Ms. C's home passed the inspection and her voucher was reinstated without her having to attend a hearing.

Optional Information on
Collaboration with Other
Advocacy Groups

Continued participation with community groups including: Solano Senior Coalition and Vallejo Senior Roundtable. Continued collaboration with Ombudsman Services in Solano County and Senior Legal Hotline.

PSA: 29

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Provider: Senior Legal Services

Counties: El Dorado County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 30

Provider: Senior Advocacy Network

Counties: Stanislaus

Optional Success
Story(ies)/Case Summary(ies)

We went to trial on a restraining Order case that was file in 2017. On the 3rd day of trail the case was settled with a fair outcome to both parties. We settled another Restraining order/Conservatorship case in which the senior had been financially abused by a man 30 years younger than her. Her dementia kept her from understanding this man was not her friend but an abuser. Her daughters were able to get control of her trust, become her conservator and allow the mother to stay in her home with 16 hour a day care givers. Contacted realtor who sold a mobile home for senior. The MH sold for a few thousand dollars and the agent's commission was more than 6%. The broker agreed to refund her 1/2 of the commission.

Optional Information on
Collaboration with Other
Advocacy Groups

We continue to work closely with the Ombudsman office and APS on elder abuse cases occurring in assisted and skilled nursing facilities. We work with the DA's office on the Victims of abuse grant.

PSA: 31

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PSA Level Quarterly Narrative Report

Fiscal Year: 2017-2018

Quarter: 3

Provider: Central California Legal Services

Counties: Merced

Optional Success
Story(ies)/Case Summary(ies)

A hospitalized senior who is a veteran, contacted CCLS by telephone for legal help with a power of attorney document. CCLS staff conducted client eligibility and intake by telephone. A CCLS staff attorney traveled to the hospital and nursing home and provided direct legal services, including notarizing the senior's power of attorney document.

Optional Information on
Collaboration with Other
Advocacy Groups

In January 2018, the CCLS Senior law Team and VLSP Supervising Attorney (Paul C. Mullen) and Senior Law Staff Attorney (Christopher Goodness) attended the Merced County Human Services Agency Advisory Council Meeting. In the months of February and March 2018, Mr. Goodness attended these meetings. CCLS Merced senior law team staff worked with Valley Caregiver Resource Center (VCRC) to plan a senior legal clinic, which will be held in Merced in May 2018.

PSA: 32

Provider: Legal Services for Seniors

Counties: Monterey

Optional Success
Story(ies)/Case Summary(ies)

Have seen a surge in the type of cases involving: Protection	Consumer Retaliatory Eviction
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Optional Information on
Collaboration with Other
Advocacy Groups

Legal Services for Seniors continues to collaborate with the Alliance on Aging, the Area Agency on Aging, Watsonville Law Center, the Santa Cruz Senior Citizens Law Center, other agencies and organizations. With a recent Homeless Community grant from the Community Foundation of Monterey Grant for assistance, we have begun discussing legal assistance hours with the Gathering for Woman non-profit.

PSA: 33

Provider: Greater Bakersfield Legal Assistance, Inc.

Counties: Kern

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups